



DEPARTMENT OF THE ARMY
WALTER REED ARMY MEDICAL CENTER
WALTER REED HEALTH CARE SYSTEM
WASHINGTON, DC 20307-5001


MCHL-MAA (100)

8 July 2002

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: WRAMC Policy on Obtaining Assistance from Volunteer Foreign Language Interpreters and Volunteer Certified Sign Language Interpreters during Emergency Situations (02-17)

1. Reference: Joint Commission on Accreditation for Healthcare Organizations (JCAHO), Hospital Accreditation Standard (Current Edition).
2. In order to provide maximum care and assistance to our patients during emergency situations, the following guidelines should be followed:
 - a. Volunteer Foreign Language Interpreters. The Executive Office maintains a card catalogue, by language, of all volunteer foreign language interpreters. During duty hours, the Executive Office can be reached at (202) 782-3955. After duty hours, the Assistant Officer of the Day (AOD) should be contacted at (202) 782-7309.
 - b. Foreign Embassy Personnel. Personnel arriving at WRAMC from a foreign embassy are to be escorted by an interpreter from that embassy.
 - c. Volunteer Certified Sign Language Interpreters. The Executive Office maintains a roster of all volunteer certified sign language interpreters. During duty hours the Executive Office can be reached at (202) 782-3955. After duty hours, the Assistant Officer of the Day should be contacted at (202) 782-7309.
3. Military and civilian personnel who are asked to provide emergency volunteer assistance during regular duty hours should be afforded every opportunity to do so as long as their absence will not affect the mission of their specific work area.
4. This policy memorandum will be brought to the attention of all personnel and posted permanently on all official bulletin boards.


JONATHAN H. JAFFIN
COL, MC
Commanding

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